



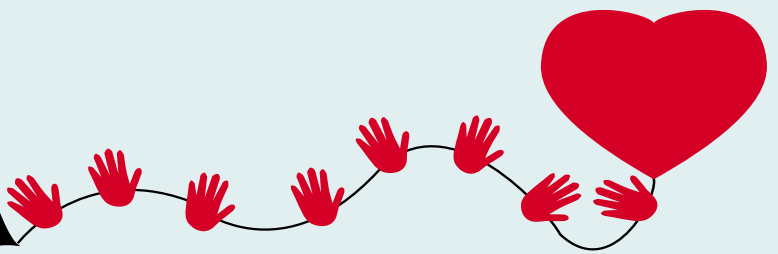
Maricopa County CASA

Court Appointed Special Advocate Program Newsletter

Volume 4, Issue 4

www.superiorcourt.maricopa.gov/juvenile/casa/Casa.html

December 2001/January 2002



WHAT'S INSIDE

CASA Briefs Pg 2
Volunteer Profile Pg 3



Vicky & Joe Orlando

Solving Roadblocks Pg 4
From Program Mgr. Pg 5

UPCOMING EVENTS

On-Going Peer Group Meeting – Last Wednesday of every month, 1 p.m., home of Mary Lou Davis, Scottsdale.

Dec. 20, 6 p.m. - 9 p.m. – Case Selection Meeting, Room 223, Durango Facility, Phoenix, Ariz.

Jan. 11-12, 8 a.m. - 5 p.m. – Orientation Training Weekend, Superior Court, 501 South Washington, Room 209, Phoenix, Ariz.

Jan. 17, 6 p.m. - 9 p.m. – Post Orientation Training, Room 223, Durango Facility, Phoenix, Ariz.

Jan. 22, 6 p.m. – Peer Group Meeting, Executive Towers, Phoenix.

Jan. 25, 9 a.m. - 11 a.m. – Mentors Meeting.

Feb. 13, 6:00 - 9:00pm – Case Selection meeting, Room 223, Durango Facility, Phoenix, Ariz.

Please RSVP to our main office for all events:
602.506.4083

Getting CASA kids through holidays

By Joyce Gatson
M.Ed., C.P.C

Ideally, the holiday season should be a joyous time especially for children. However, for many of the children in CPS custody, it is also a time for loneliness, sadness, anxiety, depression, and disappointment. All of the media attention on Christmas gifts and Santa Claus can cause children to feel left out. They know that they are not going to be with their own families or receive the kind of wonderful gifts portrayed in commercials on television. Unrealistic expectations can cause a child to go crashing into acting out through anger, resentment and jealousy, or withdraw and become very depressed.

Anger can be projected outward by verbal or physical fighting, or inward, causing depression and withdrawal from their normal activities.

What to Watch For:

- Depressed mood, change in sleeping patterns.
- Change in appetite or weight.
- Loss of interest or pleasure in usual activities.

“Unrealistic expectations can cause a child to go crashing into acting out in anger ... or withdraw and become very depressed.”

- Fatigue or loss of energy.
- Feelings of worthlessness, self-reproach, or guilt.
- Extreme anxiety, agitation or enraged behavior.

What to Do:

- Talk to the child about the holidays, being away from home, how they feel.
- Listen to the child, let them talk and don't try to rationalize with them about why they shouldn't feel that way.
- Accept that they have a right to be sad during a holiday that is supposed to be so joyful.
- Try to watch their sugar intake. Too much sugar can cause an euphoric high and then a crashing fatigue and depression.
- Make sure they are physically active which will help their mood stay level.
- Get them actively involved in

Joyce Gatson

Joyce Gatson is a former CASA volunteer and certified professional counselor and private therapist. A published author, Gatson has a private practice and also teaches counseling part-time at Paradise Valley Community College.

As the founder and director of Youth Suicide Prevention and Education Programs, Joyce spends her spare time educating the public about depression and suicide among adolescents.

Joyce is now in the Special Friends program.

helping others who are even more disadvantaged than they are. Example: Take them to a nursing home to visit the elderly.

- Help them make handmade gifts for their loved ones.
- Talk to them about the real meaning of Christmas, as a season of giving of oneself, rather than material goods.

Q&A from Judge Linda Scott

Presiding Juvenile Court Judge

Recently, several CASAs have reported that judges are issuing court orders that the Department of Economic Security (DES) “shall provide tutoring for the children” or “The children are to have formal tutoring.” Unfortunately, after the court session, there are numerous interpreta-

tions of these orders, resulting in questions about who is responsible to implement the service, who is to pay for it, etc. CASAs have become involved in searching for funding for this type of service. Should they be, or is



DES ultimately responsible? What can be done to avoid these types of scenarios in the future? Can CASAs do something?

Judge Scott: DES is the legal custodian and has the ultimate responsibility for providing for the care and education for the child.

Continued Page 5

CASA Kudos

From Court and staff:

Judge Silvia Arellano commended **Patricia Willis** for "the length to which she has gone on this matter and the detail provided to the court."

Judge Alan Kamin commended **Donna Spence** on her report to the court.

Judge Thomas Dunevant complimented **Karen Jensen** on the detailed and thorough report she presented to the court.

Commissioner David Arrow thanked **Eva Meyer** in court during the Report and Review Hearing for her CASA case.

Guardian Ad Litem **Jeff Zurbriggen** commended **Florette Smithiger**:

"You are by far the best CASA I have seen and most are terrific, so your competition is stiff! I can truly say that without your investigative

efforts, this case would have lingered for much longer and perhaps never had the resolution it did. You are great!"

From the Schools:

A school psychologist who works with **Robert Herrman's** CASA child commended Robert saying he is one of the most excellent CASAs he has had a chance to work with.

To CPS:

Linda Anderson commended Child Protective Services case manager, **David Tafuna**, saying, "David deserves a Medal of Honor for his heroic efforts on this case."

To the CASA Office:

A Thank You card was received from (CSS) **Catholic Social Services** for the CASA presentations at the CSS's foster parent training classes.

From CASA:

Kudos to the "Mystery CASA" for recruiting new CASA **Roberta Andrade**. Who was this fabulous volunteer? Thanks to this "Mystery CASA" for participating in our "Each One Reach One" Campaign.

Kudos to **Stacy Beebe** for placing CASA posters at two local libraries, Newhomes.com and the Scottsdale YMCA.

From the Foster Care Review Board:

The FCRB commended the following CASAs for their continued commitment to the children on their cases:

MaryLou Davis
Lynne Rinde
Lori Ohmart
Judith Peirce
Leslie Jones
Donnell Liem
Greg Broberg
Kathleen Jorgensen
Amy MacDonald
Jerome Goldstine
Joyce Herron
Melvin O'Donnell
Joe and Vicky Orlando



Training Opportunities

• **Child Abuse Prevention Conference**, January 9 – 11, 2002 at the Tucson Conference Center. Fee: \$165.

• **Children's Action Alliance 2002 Symposium**, Feb. 4, 11:30 a.m. – 2 p.m. "Child Welfare in Uncertain Times: An Action Agenda", Fee: \$20 Registration. Deadline is Jan. 28, 2002.

• **Surrogate Parent Training** Contact Grizelda R. Valenzuela, 480.893.9216.

Call your Coordinator for registration information.

Well Done!

• The CASA Program extends its warm thanks to CASA **Greg Broberg** for his creative and technical assistance at the recent Annual Training Day. Thanks also to **Bill Jones** for videotaping the training, which will benefit many CASAs as a learning tool. Good job!

• CASA **James Lee** was profiled in the latest edition of the National CASA Newsletter, "Speak Up." Congratulations James!

• A recent art fair hosted by the Arizona Council for CASA provided a special benefit to the Maricopa County CASA Program by serving as an opportunity to raise awareness of the CASA program. Congratulations and thank you for your wonderful efforts.

Happy Birthday CASAs

12/01	L. Donnell Liem	12/16	Ray Bloyed	01/12	Kenneth Luffey
	Cheryl Watters	12/22	Laura Malinasky		Linda Stenholm
12/02	Ashley Lies	12/24	Norman Plamback	01/14	Buffy Porter
12/03	Sandra Price	12/27	Laura Owsley		Nancy Haines
	Mary-Jeanne Fincher	12/28	Frieda Bleier	01/15	Elaine Casey
12/06	Deborah Donofrio	12/29	Peiggi Clements	01/16	Jane Ascherman
12/07	Mary F. Christofolo	01/02	Mary Jo Foster	01/17	Leslie Jones
	Catherine Nagy	01/05	Ellen Altman		Kim Briswalter
12/07	Deanna Williamson	01/06	Jim Unland	01/22	Cheryl Short
12/11	Erica Castro	01/07	Kirsten Snyder		Debra Lehmann
12/13	Scott Robertson	01/08	Linda Mathews	01/23	Stacey Beebe
		01/08	Toni Schulte	01/26	Lou Creber
			Terrie Kenney	01/28	Claudia Noye

A Holiday Wish to You

The entire staff at the Maricopa County CASA Program and Juvenile Court in Maricopa County extend a heartfelt wish to you and your loved ones for a very special and happy holiday season.

CASA one of many worthy pursuits for volunteer duo

Joe and Vicky Orlando are truly unique in the CASA program. They are one of only two couples who serve together as CASA volunteers.

While looking for a volunteer program focused on children, the couple read a newspaper article about child abuse that piqued their interest. The story in *The Arizona Republic* referred to the child's advocate in the courtroom. The couple decided to find the program that provided a voice for children in court, figuring it would be something they could "sink their teeth into" and make a difference.

After a bit of research, they discovered CASA and confirmed it provided them with the opportunity to serve children in need. From the start, they were clear that they wanted to work as a team.

Their first appointment was four siblings. Initially, the assignment was expected to be short-term. Instead, after 18 months, they are still serving the four children. Their voluntary efforts are not limited to representing the children in court, keeping track of their progress in school and meeting with attorneys, foster parents and parents. Joe and Vicky also unite the siblings for fun outings that include swimming, picnics and movies.

Because the children live in two foster homes, Joe and Vicky believe the best they can do is bring them together as often as possible in an effort to keep their bonds intact.

For a summer break, Joe and Vicky petitioned the court for permission to fly to California, at their own expense with their CASA children, for a four-day trip to Disneyland. After obtaining the

necessary approval, they were able to provide the children with a dream vacation.

"It was a toss up who was having more fun, Vicky and me, or the kids," Joe said.

On their return to the Valley, the oldest CASA child told Joe and Vicky: "It was the best four days" of his life. The couple said they are committed to advocating for these four siblings until they gain permanence.

Joe and Vicky agree that an important aspect of their work as CASAs is to "stand up" for their CASA children when events threaten the children's safety or jeopardize their hope for their future.

Vicky said working as a CASA team has more benefits than drawbacks. They have differences of opinion from time to time, but say the beauty of working in tandem is being able to discuss the issues openly with someone who has equal commitment. And they are a support for each other when emotions run high.

"We get back more than we give," Joe said.

In addition to their commitment to CASA, Joe and Vicky have devoted time and energy to their community, wherever they've seen a need. They are active in the Victim's Assistance Program through the Mesa Police Department. In this capacity, they are on call to respond to families who have experienced a traumatic event warranting police

Volunteer Profile

By Liz Osborn

The Orlandos



Vicky & Joe

CASA would like to thank Liz Osborn for her hard work and many article contributions to the CASA newsletters.

This profile on Vicky and Joe Orlando will be her last for the CASA newsletter.

As always, if anyone would like to contribute stories to the CASA newsletter, on volunteers or any other subjects, please submit them to the CASA office.

intervention, whether it be a suicide, homicide, domestic violence incident or life-threatening accident. They are there for the families, guiding them through decisions that need to be made following a crisis.

Although they are not professional counselors, they offer their shoulder when there is no one else to whom the family can turn.

"We deal with really nice people on the worst day of their life," Joe said.

Another shared volunteer effort is with a shoe program at Mesa Arts Academy. Vicky and Joe oversee and manage the program. They organize volunteers to seek donations from shoe stores and buy new shoes for children whose

parents cannot afford to buy them. The best part of the effort is delivering the shoes to the children.

"I get pumped up with sunshine," Joe said, when he sees the children's eyes as they slip their feet into a pair of shoes that fit and have no holes.

Individually, Joe and Vicky volunteer with other well-deserving programs. Joe has made himself available to assist detectives investigating the disappearance of an 11-year-old girl more than a year ago. He also has given many hours to provide assistance to the staff at the Child Wellness Center.

On her own, Vicky volunteers her time to help domestic violence victims at Autumn House. Because her first language is Spanish, she has put her bilingual talent to good use with all of her volunteer projects, especially when assisting victims. She also stays fluent through her home-based real estate business, assisting Spanish-speaking clients.

Before they settled in Phoenix in the 1970s, Vicky and Joe raised a son and daughter during his 22-year military career while moving and traveling around the world.

They lived in China, Germany, Japan, Korea, Pakistan, the Philippines and Turkey. As a family on the move, they learned the cultures of the various countries, tackled the languages, and relished the flavors of international cuisine.

Today their daughter is an electronics engineer in rocketry and their son is a computer programmer for the Maricopa Community College.

Treatment programs help families heal and reunite

Bill Callahan Juvenile Court Dependency Program Administrator

CASA volunteers and professionals who work with dependent children have long recognized the damage substance abuse causes families. Parents who abuse substances put themselves and their children at risk for a variety of negative and harmful consequences, including disease, neglect, poverty, and homelessness.

When substance abuse is an issue, parents in dependency cases are often required to submit to random drug and alcohol testing to ensure that they are living a substance-free life. But frequently monitoring is not enough. A treatment program or therapeutic intervention may be necessary.

What kind of treatment is helpful? Recently, there has been a shift away from the traditional emphasis on month-long, in-patient hospitalization as the best treatment option. Treating the substance abuser in his or her community, allowing the client to maintain important relationships with family and friends, has gained greater support among professionals in substance abuse recovery.

Some of the newer approaches to helping parents overcome substance abuse and become the stable caretakers their children need are available to families with pending Juvenile Court cases. CASA volunteers can help families by learning more about these and other projects to help link people with services

Arizona Families F.I.R.S.T.

Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together) is a

statewide program providing substance abuse services to parents in dependency cases with emphasis on availability, timeliness and accessibility.

While some programs can become mired in bureaucratic impediments that prevent people from getting the help they need, this project assures services that are customer friendly, culturally sensitive, family centered and flexible.

Any parent or guardian whose substance abuse is a significant barrier to "maintaining, preserving, or reunifying" the family is eligible for help. It is also designed to help individuals receiving Temporary Assistance for Needy Families (TANF) if substance abuse is a barrier to their ability to maintain employment.

A key element of this program is that it has a strong evaluation component. A thorough analysis of performance is conducted to measure results, such as a decrease in substance abuse, reduced time in foster care, reduced re-allegations of child abuse and neglect, and an increase in family reunifications from foster care.

The state Department of Economic Security (DES) and Department of Health Services (DHS) administer the program,

Family Recovery Partnership

This program uses a team approach to provide treatment of families in dependency cases. Clients participate in a multiphase process, which includes screening, intensive assessment, recovery, aftercare and relapse management.

The Family Recovery

Partnership (FRP) operates with a clearly defined philosophy. Its motto is: *"By supporting substance abuse recovery, we serve the family and protect the child."*

The term "family" is defined as any person who has a significant role in the child's life. The program is sensitive to social and cultural diversity, providing services to persons who are not members of traditional family units.

The treatment plan is customized for the needs of the family and formulated by a team of professionals, including the Child Protective Services (CPS) Case Manager. Other team members include the Family Recovery Planner from ValueOptions (Maricopa County's Regional Behavioral Health Authority) and a primary therapeutic case manager from one of several social service agencies specializing in family and individual counseling and treatment.

FRP was established with liquidated proceeds from the ComCare Trust Fund and was launched in two CPS offices in the northwest Valley. The program has expanded to two more CPS offices - one more in the northwest Valley and a fourth location in Tolleson, in the southwest part of the Valley.

FRP was developed in collaboration with DES, DHS and ValueOptions. Juvenile Court in Maricopa County, the Arizona Attorney General's Office and community agencies participated in workgroups to implement the project.

Home Court Advantage

The Home Court Advantage (HCA) program is part of a national project to promote safety, permanency, and

family stability through a family-centered service delivery network. The project is designed to help families in the child welfare system who are struggling with substance abuse.

HCA is sensitive to the disproportionate number of minority youth in the child welfare system. To better serve minority families, assistance efforts are being concentrated in neighborhoods with high minority populations. The first Phoenix family began participating in the program in October 2001.

The National Center on Addiction and Substance Abuse at Columbia University, in conjunction with Casey Family Programs, is sponsoring the project. In addition to the program here, HCA is also providing assistance to families in New York and Oklahoma.

Family Drug Court

Family Drug Court is still in the developmental stage. Its focus is to promote swift and enduring family reunification in dependency cases and establish the best possible custodial and parenting time arrangements in domestic relations cases.

Families involved in domestic relations cases and juvenile dependency cases will be referred to the program. Participation will be voluntary. Parents will sign a nine- to 18-month contract with the court that outlines expectations, responsibilities, rewards, and sanctions. Counseling and education are critical components of the project.

Family Drug Court will be similar to current Adult and Juvenile Drug Court programs. The Governor's Office and the Court entered into an agreement to fund Family Drug Court in Maricopa County.

Thank you for a great year!

Bonnie Marcus CASA Program Manager

As the current year draws to a close, we want to thank all of you for your wonderful efforts for the children of Maricopa County. The past year has been one of transition for the CASA program, and as we look back, we are proud of many of the things we have accomplished.

We were able to acknowledge the outstanding work of CASAs at our Volunteer Recognition Event in April. Another successful educational opportunity was provided at Annual Training Day in October, which offered many excellent speakers on a wide range of topics. Over the year, we continually worked to improve our office procedures and data records to assure the CASA program is compliant with State requirements.

Our CASA team has worked together in our office for almost one year now. We feel we have become more effective in moving the program forward in a number of ways.

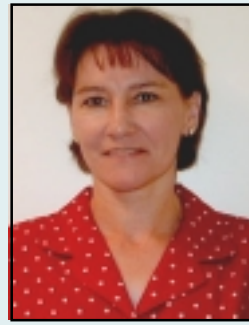
Our commitment to improve our service to you does not stop at the end of

year. We are dedicated to continue to improve over the upcoming months. Our 2002 goals will focus on:

- **Communication:** We will be continuously striving to improve our communication with you, both personally every month, and with technology which will make it easier and more efficient to keep you updated with office news and events.

- **Training and Education:** We will continue to offer quality training opportunities sponsored by the CASA Program. We also will disseminate notices of training opportunities offered by other agencies. In addition, peer group meetings are an excellent way to tap into the wealth of experience of other CASA volunteers, and will continue. Currently, there are two monthly peer groups meeting, one in Scottsdale and one in Phoenix at the Executive Towers (See "Upcoming Events," on Page 1). Our office will continue to look for additional ways to expand this program to reach out to other parts of the Valley.

- **Evaluation:** As the



Congratulations!

Bonnie Marcus was promoted to the position of CASA Program Manager Nov. 26. The position was vacated several months ago with the departure of former Program Manager Nancy Molever. During the interim, Bonnie took over many of the responsibilities of the position. Her efforts during that time were greatly appreciated and acknowledged with her promotion to the position.

CASA Program strives to grow and serve the needs of the volunteers, we are recommitting ourselves to ongoing evaluation.

Please feel free at any time to call the CASA office with your comments or

concerns. In addition, your Coordinator will perform an annual evaluation of your CASA work. Because of your personal contact with your Coordinator, you will receive feedback on your involvement and performance and will be given suggestions for continued growth and development. Also during your annual evaluation, you will be given the opportunity to evaluate the CASA Program. Please take the opportunity to share with us how our program can meet your needs and how we can continue to serve you better.

While moving forward into the coming year, I am excited about the possibilities that await us. Although the past year has been one of changes, every Coordinator and staff person on our team has witnessed and appreciated the commitment and dedication that you bring to the program and to the children you serve. Time after time, I have felt and also hear from the Coordinators and staff, the admiration and genuine gratitude for all of you.

Your energy fuels us and keeps us motivated to improve and grow.

Let's strive to make this coming year one of the best!

Q&A, From Page 1

However, funding resources through DES for items such as tutoring may not be available. I recommend, if the Court orders tutoring, the issue of who pays for it should be addressed before the parties leave the courtroom. If the Court recommends that tutoring be located but does not order DES to pay, then the CASA should seek the tutoring through the school district or search for other funding for the tutoring. On the other

hand if the Court orders DES to obtain tutoring, then DES has the obligation to pay for it or obtain it through a community or school resource. The key here is to ask for clarification from the Court as to whom is responsible for obtaining the tutoring before leaving the courtroom.

Note: The Q&A feature will run periodically in the CASA newsletter. If you have any questions you'd like Judge Scott to answer, contact your coordinator.

Don't Forget those logs!

Certainly the most important aspect of our job as CASA volunteers is our relationship with and continued advocacy for our CASA children.

Another important responsibility of being a CASA is the completion and submittal of monthly logs to the county office. These logs are an invaluable tool in keeping your coordinator abreast of your activity (along with monthly phone

contact as well). In addition, the logs allow the CASA office to tally the number of hours that volunteers dedicate to their cases.

Logs are due by the 15th of the following month, and can be submitted on computer disk, or on hard copy through the mail.

We so appreciate your service to the CASA children you serve and have served in the past.

CASA Contacts and Information

Locations

Program Staff

Durango

3125 West Durango, Suite 130
Phoenix, AZ 85009

Leslie Blakley	602.506.4082
La Donna Moss	602.506.3930
Laurie Laughlin	602.506.3934
Esperanza Tavena	602.506.4415
Otis R. Evans	602.506.4425
Mavis Monson	602.506.4083

Southeast

1810 South Lewis Street
Mesa, AZ 85210

Rita Flores	602.506.3935
Bonnie Marcus	602.506.3379


CASA Program
Juvenile Court Center
3125 W Durango, Suite 130
Phoenix, AZ. 85009